

USPS Report on PRC Rate and Service Inquiries for March 2013

The Postal Regulatory Commission referred **178** inquiries to the Postal Service in March. Customers received responses on average within **11** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (**131**) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (**36**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**11**) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

LATE/DELAYED MAIL

USPS® provides you several tools and options to help determine where your mailpiece is in the mailstream and if it is delayed or not. You can check the delivery standard for your mailpiece to make certain that it is delayed or late, check the item's tracking status, if available.

☐ **Check Mail Delivery Standards**

Before you assume that your mailpiece is delayed or possibly lost, it pays to check the delivery standards for the mail class being used to send the mailpiece. Delivery time varies from one class of mail to another. It may be possible that the mailpiece is still in transit and is not lost or delayed depending on what class of mail is being used and how long ago it was mailed. The following chart outlines the delivery standards for various mail classes:

| MAIL CLASS | DELIVERY STANDARD |
|-------------------------------|-----------------------------------|
| <i>First-Class Mail®</i> | <u>2-3</u> days (not guaranteed) |
| <i>Priority Mail®</i> | <u>2-3</u> days (not guaranteed) |
| <i>Express Mail®</i> | <u>1-2</u> days (guaranteed) |
| <i>Standard Post®</i> | <u>2-8</u> days* (not guaranteed) |
| <i>Media Mail™</i> | <u>2-8</u> days* (not guaranteed) |
| <i>Bound Printed Matter</i> | <u>2-8</u> days* (not guaranteed) |
| <i>Standard (Direct) Mail</i> | <u>3-10</u> days (not guaranteed) |

Note: *Except Alaska, Hawaii and US Territories - estimate provided by the postage price calculator (<http://postcalc.usps.com/>).

If you wish to contact a customer representative: Call **1-800-ASK-USPS® (1-800-275-8777)**

- Monday thru Friday: 8:00 am to 8:30 pm ET
 - Saturday: 8:00 am to 6:00 pm ET
 - Sundays/ Holidays: **Closed**
- Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY): Call **1-877-TTY-2HLP (877-889-2457)**
 - Hours of Operation are the same as 1-800-ASK-USPS
- Email Us your concern at <https://www.usps.com/customer-service/customer-service.htm>
 - Send us an email with as much detail as possible.

☐ **Check Tracking Information**

In order to track a mailpiece on USPS.com, you will need the tracking number from the Mailing Label or Receipt of the mailpiece. The number of letters and numbers vary depending on the class of mail or extra service being used. Sample tracking numbers are as follows:

| MAIL CLASS OR SERVICE | SAMPLE TRACKING NUMBER |
|--|------------------------------------|
| <i>Express Mail®</i> | <i>EA 000 000 000 US</i> |
| <i>Express Mail International®</i> | <i>EC 000 000 000 US</i> |
| <i>Priority Mail International®</i> | <i>CP 000 000 000 US</i> |
| <i>Global Express Guaranteed®</i> | <i>82 000 000 00</i> |
| <i>Registered Mail</i> | <i>RA 000 000 000 US</i> |
| <i>USPS Tracking / Delivery Confirmation™</i> | <i>0300 0000 0000 0000 0000</i> |
| <i>Priority Mail®</i> | <i>9405 5015 4800 7115 4804 21</i> |
| <i>Certified Mail™</i> | <i>7000 0000 0000 0000 0000</i> |
| <i>Signature Confirmation™</i> | <i>2300 0000 0000 0000 0000</i> |

Next, go to Track & Confirm on USPS.com® (<https://tools.usps.com/go/TrackConfirmAction>), enter the tracking number from the Mailing Label or Receipt into the field labeled “Enter Label/Receipt Number” and click on “Go.” The most recent tracking status of your mailpiece should appear.

If there is no status available or the information has not changed since the last time you viewed it, check back regularly as information is updated periodically throughout the day. If you have questions about the status of your mailpiece, you can call the toll-free customer service number at **1-800-222-1811**. Customer representatives are available as follows:

- Monday thru Friday: 8:00 am to 8:30 pm ET
- Saturday: 8:00 am to 6:00 pm ET
- Sundays:/ Holidays: **Closed**

Note: For international inquiries, call hours are closed on all holidays. Also,

You can also email us your concern at <https://www.usps.com/customer-service/customer-service.htm>
Send us an email with as much detail as possible.